Per Supports for Community Living (SCL) regulation 907 KAR 1:145 and Michelle P. Waiver (MPW) regulation 907 KAR 1:835, all medication errors are to be reported to Division of Developmental and Intellectual Disabilities (DDID) by the 15th of the following month. This describes significant changes to the medication error reporting process effective July 1, 2011, beginning with the submission of June, 2011, medication error data.

Each month, DDID will send an email to a specified recipient (or specified recipients) for each SCL and MPW provider with an electronic Medication Error Reporting Form embedded in the body. When the recipient receives this email, they will submit the monthly medication error data by selecting "Reply," filling in the required fields, and selecting "Send." This process will work independent of the recipient's operating system, but an HTML-capable email application is required.

It is the responsibility of each provider to ensure that DDID has the current email addresses of the agency's preferred recipient(s) who will be responsible for completing the report. The email cannot be forwarded to another email address; it must be submitted to DDID from the email address it was sent to. Do no reply to the email for any reason other than to submit the report; data from the reply is automatically processed, so any attachments or additional information or questions contained in the reply will not be seen. Questions or additional correspondence should be sent in a separate email to dmr.complaints@ky.gov

Providers who support both SCL and MPW individuals will be able to submit their monthly report on the same form and do not need to submit separate reports for each waiver. Money Follow the Person (MFP) recipients should be reported as SCL individuals. Medication Error Logs will continue to be completed and maintained at the provider agency.

Frequently Asked Questions

Q: Who receives the email for my agency?
A: The default email address used by DDID is the address listed for your agency in the Provider Directory (http://mhmr.ky.gov/ProviderDirectory/OnlineProviderDirectory.aspx) but it is possible to specify a different address for the purpose of reporting medication error data.

Q: Can my agency specify more than one recipient or can we specify a different email address for the purpose of reporting medication error data?
A: In order to modify the recipients used, simply notify DDID of the changes. If your agency wishes, you may specify multiple recipients to report data (one for each service location, for example), but bear in mind that at the end of the reporting period, all data submitted will be totaled based on the Provider's Medicaid number, so make sure you are not duplicating any errors. When adding recipients, you may also specify whether the email address should replace the default email address listed on the Provider Directory for medication error reporting purposes (this will not change the information listed on the directory). Send any change requests to dmr.complaints@ky.gov

Q: Will I receive confirmation that my agency's Medication Error Report has been received?
A: Yes, you will receive email confirmation within five (5) business days of submitting your report. Conversely, reminder emails will be sent to all recipients who have not yet submitted a report at regular intervals during the reporting period.

Q: How do I make corrections or modifications to a report once it's been submitted?
A: Contact DDID at dmr.complaints@ky.gov and notify them you need to make changes to a previously submitted report. Do not send an additional reply to the original email from DDID as it will not be received by DDID staff.

Q: **What do I do if I accidentally deleted the email from DDID before sending a reply?**

A: Contact DDID at dmr.complaints@ky.gov to notify them of the situation and you will be sent a new email that you may use to submit your report.

Q: **My agency does not have any SCL, MFP, or MPW individuals at this time or my agency did not administer any doses of medication for this reporting period. Do we need to submit a report?**

A: Yes. A report must be submitted by all agencies certified to provide services to SCL, MFP, or MPW individuals, regardless of whether they currently have any of those individuals in their care and whether they administered medication during the reporting period.

Q: **What is an HTML-capable email application?**

A: An email application that is able to write and read emails composed of HTML code as opposed to plain text. The vast majority of email clients (MS Outlook, Mozilla Thunderbird, for example) and webmail providers (Gmail, Hotmail, Yahoo, for example) support HTML email.